

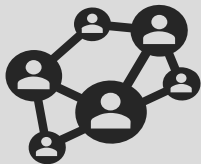
Frequently Asked Questions

CCTO Contact Tracing Tool

COVID-19 Contact Tracing

CCTO Software

A private website that the COVID-19 Community Outreach Team uses to work with people who have tested positive for COVID-19 and confidentially identify people with whom they have had recent contact.



1. **Case Investigators, Contact Tracers, and Regional Managers** will utilize this system to record and monitor day-to-day information about the symptoms, contacts, and exposures of people with COVID-19 and those in contact with them.
2. **Residents** will submit daily questionnaires to record their updates while under monitoring.

COVID-19 Testing

Check My Symptoms Tool

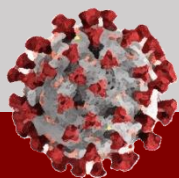
A public website where residents can input symptoms to check if they match certain criteria. Eligible residents will receive a list of nearby testing sites via email or text.



1. **Staff Facilitators** will utilize an app to confirm residents' submitted information.
2. **Staff Collectors** will utilize an app to link residents to their test samples.
3. **System Staff** will use this system to import residents' test results.
4. **Residents** will use a portal to register for tests and review results.

Contents

Assessments.....	2
Assigning Contacts.....	2
CCTO Interface	4
Closing a Case	8
Digital Outreach	8
Field Visit Outreach	12
Inputting Contacts.....	12
Language Support	16
Monitoring Contacts	17
NCIDs	20
Non-Responsive Contacts	20
Phone Outreach	21
Reference Materials	22
Referring to Testing	23
Timeline/Activities	23



Frequently Asked Questions

CCTO Contact Tracing Tool

Assessments

- 1. If a contact missed an assessment from the day before, do they make up both when they are reached?**

When you reach the contact again after a period of unresponsive time, please input their retrospective answers in a **note** detailing this situation. As of right now, the system does not have the functionality to create assessments for the past or future as date fields are locked within the assessment itself.

- 2. What should I do if someone wants a work note or email sent to their employer that they will be out of work due to quarantine/isolate?**

If the contact requests a note for their employer, advise them that you will email that to them.

- 3. Are contacts required to complete all questions in the digital assessment?**

No, the digital assessment does not require a contact to complete all the available questions.

- 4. If a contact does not complete an electronic assessment, how should I mark the appointment? The only options are "completed" or "canceled."**

You should set it to Canceled. You will need to do the follow-up phone call. Remember that the important thing is to do assessments as often as possible and that tasks and appointments are only there to help you remember to do assessments.

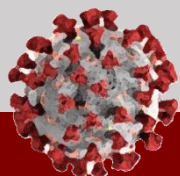
- 5. I'm unable to start a new assessment on a contact, I do not have that option, what should I do?**

If you go to "Contacts", in the upper left where it says "Active Contacts", you can click and choose "My Active Contacts" and you'll be able to see yours. Double click on the one that you want to set the assessment for. There should be four tabs and you should be looking at the Arias Contact tab, click the "Assessments" tab. There will be a '+', then click "New Assessment."

Assigning Contacts

- 6. How do we know who the case investigator is for the contact?**

The case investigator would be a communicable disease nurse at the applicable county. In a contact's profile, you can visit the tab "System Information" and



Frequently Asked Questions

CCTO Contact Tracing Tool

look for “Details” to see who created and most recently modified a contact; the case investigator may be the person who created the contact and assigned it to you.

7. If County A has contacts residing in County B, how should the process of reassigning be handled?

County A would have to input the contact information and reassign the cases to County B - similar to the NC EDSS process. An out of jurisdiction point of contact will be identified for each of the counties and these contacts can be assigned to those individuals. The list of these individuals will be forthcoming next week. For now, the inputting person should call the county of residence to alert them of contacts resident in their county.

8. Will I be assigned a list of contacts?

For LHD staff, whoever talked to the case patient may enter contacts and assign them to themselves or to others. For CCNC staff, contacts will be assigned by your local health department or you may be asked to enter contacts and assign them to yourself.

9. Do I need to re-assign a contact if I am not working a certain day, but they still need to be monitored?

No. You can designate your daily monitoring by creating an appointment or a task in the Timeline/Activities section and assigning it to someone else. Refer to slide 28 of your training found [here](#) for instructions on how to complete this.

10. Do you have to assign yourself to contacts?

No, once you input a contact, the contact is automatically assigned to you. To change this, you would have to reassign the contact.

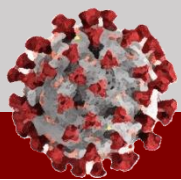
11. How can I see my contacts?

You can see all contacts that you are assigned to or that you have created and remain assigned to you in the “my active contacts” view.

12. What is the process for reassigning contacts if I have time off?

Use assign to assign the contacts to another worker. Please see [here](#) for the job aid describing the process to assign contacts

13. How can I see who assigned me my contact?



Frequently Asked Questions

CCTO Contact Tracing Tool

In a contact's profile, you can visit the "System Information" tab and look for "details" to view who created or modified a contact. These fields are locked and populated automatically by the system.

14. If we assign a task to another tracer, will this contact tracer receive an email to be notified they have new tasks?

The contact tracer will not get an email. It will be in their list of contacts after you assign them.

15. When I enter the names for the contact tracers it is automatically assigning it to me as a contact tracer. How do I correct this?

To change the automatic assigning, please utilize the [job aid](#). It can be found on the top of the second page.

CCTO Interface

16. What are the links to the test and prod systems?

- Test: <https://dhhs-covid19-arias-uat.crm9.dynamics.com/apps/arias>

Do not put real people in the test system

- Prod: <https://dhhs-covid19-arias-prod.crm9.dynamics.com/apps/arias>

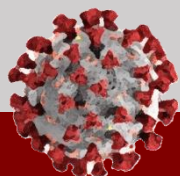
17. When will the soft phone function be released for county use?

The details of this functionality are still being worked through. Communication will be sent out when and if the functionality becomes available.

18. What changes to the system will the new CCTO Admin and OOJ Admin make to permissions and security? How will they fit in the workflow?

Neither worker will make changes to permissions nor security. The CCTO Admin will approve people to be loaded into the system by the NCID Administrator and will be able to upload contacts via spreadsheet and download views to enable reporting.

The Out of Jurisdiction (OOJ) Admin has been assigned to each county to handle those cases where contacts live in a different county from where they are processed within the system. In that case, a contact tracer handling the initial inputting of the contact will assign OOJ contacts to the OOJ person for the appropriate county of residence.



Frequently Asked Questions

CCTO Contact Tracing Tool

19. Is this interface being used for only COVID contacts?

As of right now, yes. This system is only to be used for tracing COVID contacts.

20. What are tasks used for?

Tasks can be used as reminders to yourselves or can be assigned to other tracers.

21. Is there a way to send messages to other contact tracers within the system?

As of now no. Communication with tracers in the form of messaging would have to be done external to the system.

22. Is this system required for all counties to use?

Please refer to the NC DHHS Contact Tracing Guidance (in the CD manual, [here](#)) which directs LHD staff to enter contact information in the CCTO tool.

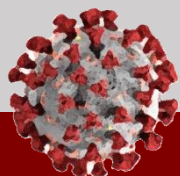
23. Is there a way to remove contacts that we did not turn monitoring on for from the main view?

Yes. To do this you need to create a personal view that includes the “Begin Monitoring” variable and then filter by “Begin Monitoring”=yes. A training for how to create personal views will be forthcoming.

24. Is this platform secure and HIPAA compliant?

The CCTO system, similar to the NC EDSS system, is used for public health surveillance and is compliant with **N.C.G.S. §130A-143** confidentiality requirements. It is NIST 800-53 R4 compliant per the North Carolina Department of Information Technology Statewide Information Security Manual. The Statewide Information Security Manual is the foundation for information technology security in North Carolina. It sets out the statewide information security standards required by N.C.G.S. §143B-1376, which directs the State Chief Information Officer (State CIO) to establish a statewide set of standards for information technology security to maximize the functionality, security, and interoperability of the State’s distributed information technology assets. The portion of the NC DHHS, Division of Public Health, Epidemiology Section, Communicable Disease Branch that receives this information and controls CCTO is not covered by HIPAA, under NC DHHS’s HIPAA Hybrid Entity designation. Therefore, HIPAA does not apply.

25. Will I be able to make calls within the app?



Frequently Asked Questions

CCTO Contact Tracing Tool

As of right now no. To communicate with the contact via phone, you will have to dial the number in their contact record on another phone line.

26. What is the password for the tool and who should I contact if it is not working?

The password for the tool should be your NCID password. If this does not work or if you are still having issues, please reach out to your local NCID admin.

27. When will I be able to use the tool?

The system is live and running currently. The link to access the tool is included in the email that was sent with go-live information and is above

28. Is there a way to see all the contacts in your county only?

Drop down the "Contacts" arrow and chose Active Contacts. In the Active Contacts view, you can filter by LHD to see LHD contacts. Please see [here](#) for the "Quick Reference for Supervisors" job aide describing the aforementioned process. Job aides can be found [here](#) on the AHEC website.

29. Who should I contact if I am having issues within my login to the test and live system?

For all access related issues to the system please contact your local NCID admin. They will then route you to the appropriate party if escalation is required. Your NCID admin can be identified through this link https://www2.ncid.its.state.nc.us/NCID_County_gov_map.asp.

30. How can I change the time zone?

Currently, the time zone must be changed manually by each individual tracer in their settings. Guidance on this process can be found in the "CCTO Onboarding Reference" job aid [here](#).

31. Is there a way to identify duplicate entries into the CCTO system?

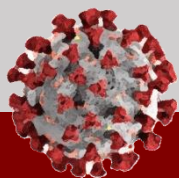
Duplication is automatically detected in the system when you enter the name and date of birth of the contact. If you wish to search for duplicates, you can sort and filter by first name, last name, or any other field in the contacts page.

32. Can you delete a note made within the contacts timeline?

Yes, there is an option to delete notes within the applicable note.

33. Does the CCTO Tool run on mobile or tablet?

The CCTO Tool should be functional on any device that supports a web browser.



Frequently Asked Questions

CCTO Contact Tracing Tool

34. Which feature will we use to run a list of active users from CCTO?

To run a list of active users from CCTO, please use the export feature and download the excel file. You can then upload bulk contacts, please refer to this [job aid](#).

35. How will I run a report showing current users in CCTO?

Filter the column called "Owners" so that it equals or contains the name of the owner. Then you can either cut and paste the results, or you can use the Export to Excel button at the top center and it will send it to your computer as an Excel data table with filter drop down arrows already on it. The file for most users, will go to their Downloads folder.

36. Is it possible to search for contacts by the NCEDDS #?

To search for contacts by the NCEDDS #, you will have to create a view to extract fields you want to view i.e., NCEDDS, First Name, Last Name, etc. Once you create the view, you will be able to refresh it daily.

37. When my contact tracers log in their Arias says SANDBOX. Is this the Live version as well or just for training?

The Live (aka Production) environment does not have anything in the dark blue banner at the top of the application tool. The Sandbox (aka UAT) environment displays the word SANDBOX in the dark blue banner at the top of the application tool and represents the test environment and should only be used for training.

38. What actions can a CCTO administrator perform that a regular user cannot?

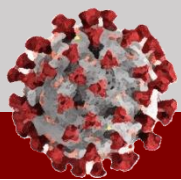
The primary role of the LHD CCTO administrator is to allow the individual to upload contacts in bulk format to the CCTO application tool.

39. Can you tell me when to enter "Begin Monitoring and Monitoring status"?

Begin Monitoring should be flipped to "YES" when you are starting the monitoring process. The Monitoring Status should be flipped to "Monitoring" at the same time Begin Monitoring is turned on. If the contact selects a digital preferred method of contact (i.e. email; text), turning these two attributes to the selections cited will trigger the system to begin the digital monitoring process.

40. Am I able to text necessary information to one of my contact's via CCTO or the softphone?

No, the CCTO application tool does not allow triggering a text message to the contact beyond the digital assessment.



Frequently Asked Questions

CCTO Contact Tracing Tool

- 41. I went to upload our contacts in CCTO and it said I did not have permission to do so. I'm not sure how to check to see if I am an admin yet in CCTO?**

Please check with your local NCID administrator. They will be able to tell you if you have permissions to upload contacts in bulk.

Closing a Case

- 42. How do we remove a contact from the active listing?**

To remove a contact from the active listing, click on the contact or the ✓ on the left hand of the "My Active Contacts" screen. Then click 'Deactivate' in the tool bar located at the top. Then click 'Deactivate.' To see if your contact has been deactivated, drop down to "Inactive Contacts," or search for the first or last name of your contact.

- 43. Is there a way to close out all the associated appointment reminders when closing out a contact or do these each need to be closed out manually?**

Each appointment reminder will have to be closed out manually. This can be done either by going into the contacts page or going in to the "My Activities" view, filtering on the contact, and using the checkmarks to remove the appointment reminder.

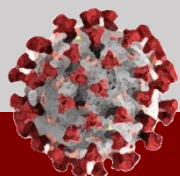
- 44. Is a contact automatically notified when their case is closed? Do I need to trigger something?**

You can stop daily emails by setting "Begin Monitoring" to "No" and "Monitoring" to "Monitoring Ended". However, a contact is not automatically notified when you end monitoring. If you wish to inform your contact that their case is being closed, you will need to initiate outreach.

Digital Outreach

- 45. How can we schedule follow-ups?**

Follow-ups can be scheduled using the 'appointments' feature. When you enter the contacts page, you will scroll all the way to bottom where the timeline/activities section is. There you will click on the "+" and select "appointment".



Frequently Asked Questions

CCTO Contact Tracing Tool

- 46. If someone other than the contact answers your outreach call, would this be categorized as the call being “made” or “received”? How do you delineate the two options?**

If you do not speak to the contact directly, this would mean that the call is “made”. The “made” option is for when the contact answers the phone outreach and “received” if when the tracer has placed the call, but the contact did not answer.

- 47. If you were to reach the contact by phone and they want to do the initial assessment via phone would you edit the one that was already sent, or would you add a new initial assessment?**

Currently, you can fill in the initial assessment.

- 48. How do I send an email from the tool?**

You would need to click on the email icon next to the field where you are able to input the contacts email address. Once the icon is clicked, a blank email with a prepopulated link will pop up on your screen. This prompt will utilize your native email. We ask that you clear the link before sending the email to the contact.

- 49. If contact refuses to answer our questions how should we contact the lead nurse?**

As a contact tracer, you would need to reach out to your supervisor for their protocol in this situation

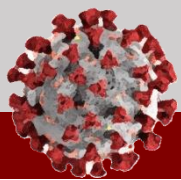
- 50. Is there a way that we can verify that the contact receives the text or call (for daily follow up)?**

Yes. In My active contacts, you can see last assessment date. For a phone call you must document both agreement and the answers to the assessment questions. You can track missing assessments as well through the “last assessment date filter”. Please see guidance on this process in the “Quick Reference for Supervisors” job aide [here](#).

- 51. Is there a way to incorporate in guidance for the auto generated response for the contact to be able to verify the message is not spam?**

Not yet. We plan in future to add a verification phone number to the email.

- 52. If a contact does not initially fill out the assessment digitally, can they respond digitally later?**



Frequently Asked Questions

CCTO Contact Tracing Tool

Contacts have access to submit digital assessments if they have provided an email or mobile phone number. Clicking the link will allow the contact to submit an assessment at any time. The system will send a new email/text every day unless you set "Begin Monitoring" to "No".

53. If a contact agrees to digital assessment and monitoring, do I need to create a task to monitor them every day?

No. The survey will go automatically each day if Begin Monitoring is set to "Yes" and Monitoring is set to "Monitoring"

54. How do I turn off daily emails to a contact?

You may remove a contact's email address from the system if they are under monitoring but do not wish to receive daily emails or set Begin Monitoring to "No".

55. What will happen if I trigger monitoring and the contact does not have a means of contact?

The system will still permit you to set the variables that trigger monitoring (Begin Monitoring and Monitoring) but no email or text will be sent. You will need to locate contact information to collect assessment responses.

56. Can I reach out digitally if a contact has missed their digital assessment?

You may reach out to a contact by text or email according to their preference if a contact has missed digital assessment. Best practice is that you speak to every contact on the phone at least one time.

57. When should I call if I see a contact has missed their digital assessment?

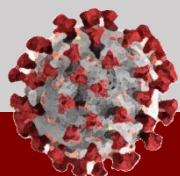
Call your contact as a best practice when you begin initial monitoring. Otherwise, local protocol can drive when you next reach out. Best practice is that everyone sends info or is contacted daily.

58. Do I need to call contacts who have indicated a digital contact preference?

You do not need to call contacts who have indicated they only wish to be reached digitally if they respond to the digital reach out; however, it is a best practice to attempt to establish an initial phone contact with each contact.

59. Is there is a way to keep track of all messages going out?

Make sure to add this in the notes field whether you are messaging via phone, text, email, etc. For digital messages, an assessment is created when the



Frequently Asked Questions

CCTO Contact Tracing Tool

message goes out; the agreement field will remain empty until the contact responds to the digital message or the contact tracer fills the field.

- 60. Is there reporting that can be run (daily or a few times a week) as a safety net to make sure no contacts or follow ups were missed? Is there a way for us to do this for county specific contacts?**

You can go to Active Contact and you can sort by last assessment date - that will let you see who needs to be contacted. For counties, you can go to Active Contact and filter by county and then sort by last assessment date. Please see guidance on this process in the "Quick Reference for Supervisors" job aid [here](#). There are some situations where the last assessment date is empty even though a recent assessment has been created. Therefore, to use the aforementioned process, you would need to fill the prior agreement fields.

- 61. Is the SMS functionality only compatible with government phones?**

No, this function is available for all phones.

- 62. Will SMS be automated?**

Texting is automated after inputting DOB and selecting Text Message as the preferred method of contact.

- 63. What is the process to send educational information to contacts if their email/number has been collected?**

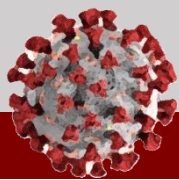
For digital information to be sent out to the contact, their email must be inputted in the system. The tracer should confirm with the contact their comfort with being sent educational COVID-19 related material/guidance. You can then click the email option within the contact page to send an email - note that this email will be sent via whichever email the tracer uses to log in to the system. No secure or sensitive information should be sent via email.

- 64. How long are follow-up attempts made to non-compliant contacts who are not replying to daily monitoring requests via email, text or phone before the case is closed? Is the case closed once quarantine ends?**

Please follow your county's guidance on when to close the case.

- 65. Can you customize the message by County to send out to each LHD?**

As of right now, there is no known functionality to send specific messages by counties or LHD.



Frequently Asked Questions

CCTO Contact Tracing Tool

66. Does a contact have to have a NCEDSS number to trigger the digital outreach?

The digital outreach is triggered off the email/text data point and the NC EDSS ID is not required for the digital outreach to occur

67. I have several contacts that are minors and have the same parents. The parents would like to fill out surveys for them using the same email. Can you verify if they are able to fill out multiple surveys using the same email, but verifying different birthdays?

Each family member should receive an email, the parents can complete the assessments for each child based on the child's DOB. Please review the assessment tab to ensure that all assessments have been completed and loaded successfully in CCTO.

Field Visit Outreach

68. How will the resources notification work if a contact is deemed to need additional resources (thermometer, food, medication, etc.)? How is the local health department notified?

When a contact enters into the system or notifies the tracer that they require additional resources, it is the tracer's responsibility to then relay that need/request to the local health department. If the tracer is filling out the assessment for the contact, the tracer should input these needs in the notes section of the form and reach out to the local health departments to notify them of the need.

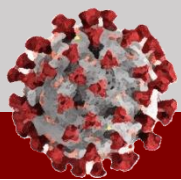
69. What if the contact does not have any contact information listed?

As a first step, you would need to reach out to the case investigator to inquire if they have any further information on contact information for the contact.

Inputting Contacts

70. How do we address minors and receiving their information?

If the contact is under 18 years of age, the contact tracer will need to speak to the legal guardian. The contact tracer must ask the legal guardian if they can speak to the minor directly or if they would prefer to stay on the line. Minors can



Frequently Asked Questions

CCTO Contact Tracing Tool

reply digitally once a parent has given permission. Permission should be noted in the minor contact record with the date it was given.

71. Which patient NCEDSS number are we inputting?

Initially you would put in the source #1. If the case patient has been exposed to another contact than you would input that information into the source #2 field.

72. We have partners at our hospitals and city/county who are doing contact tracing for those employees through their employee health. Do these contacts have to be put in the system?

Yes, these contacts should still be inputted into the system and have 14 days of follow-up documented. This is the only way to generate local and statewide reporting on how many contacts are notified per case.

73. Is there a way to group or link all contacts within a household? If not, how should I enter contacts within a household?

Currently this feature is not available. Please put in all household members in the notes section. This feature is currently on our change list.

74. Is there a standardization for inputs such as phone number or notes?

As of right now the system does not force standardization, any standardization guidance would be at the county level. This is on our change list.

75. Does telephone contact need to be initiated with the contact prior to entering into CCTO? Is the DOB necessary for even the phone outreach options?

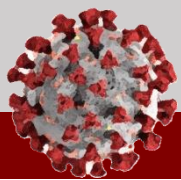
Telephone contact is not needed prior to the contact being inputted into the tool. The DOB is not necessary for phone outreach. The contact tracer can reach out via phone to the contact and input assessment information that way as well.

76. How would we upload contacts that we are already monitoring as a batch?

Email the help desk with this list and they will be able to help upload that list through contact with a data manager.

77. Who will be able to upload contacts to the CCTO tool?

Currently, we have asked each LHD to identify one individual who will have upload access for CCTO (the CCTO administrator). We are hoping to establish this access and provide a training for it next week.



Frequently Asked Questions

CCTO Contact Tracing Tool

- 78. What is the process for if a contact opts out and then becomes a contact for another person? Will we be able to see that they have already opted out?**

If a contact tracer tries to enter the contact who opted out in to the CCTO tool again, a duplicate warning message would pop up. If they went into the original record, you will be able to see that they have opted out. You are also able to search the name of the contact who has opted out in the system in order to gather this information.

- 79. Can any tracer or supervisor reassign appointments or contacts? Are you able to review the process for assigning contacts?**

Currently yes, any tracer or supervisor can reassign appointments and contacts. You can see the history of all assignment changes within the assignment/contact.

- 80. Will all critical information, such as NC EDSS and Last Date of Exposure, information be provided to me? If not, how do I find it?**

All critical information should be provided to you by the Case Investigator. If not, review the "System Information" tab on a contact's profile and visit "Details" to see who created the contact and follow-up.

- 81. If there are multiple children in the home, how will the parent know which DOB to enter when they receive the link as they presumably will use the same phone number/email for their children as well?**

The children should be entered through the CCTO system with their DOB. Whether or not you're using the digital tools, most people will require a phone call. In this situation, call the parent and have the parent input initial information in the digital system and fill the rest out via phone due to not being able to share sensitive DOB information via email. Communications sent via text or email are sent with the individual's first name so the parent will be able to see which child's DOB to enter.

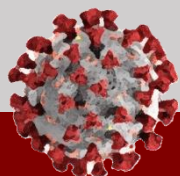
- 82. Is there a way to document that someone has died?**

Please include in a note. Adding date of death is on our change list.

- 83. Is the age being auto filled or does that still require manual calculation?**

Currently, the age still requires manual calculation.

- 84. Can the case be entered initially without DOB? Can this contact be entered without DOB for follow up by the tracer?**



Frequently Asked Questions

CCTO Contact Tracing Tool

Yes, contacts can be entered without a DOB. You just cannot send the text or email without a DOB. The only strictly required variables are first and last name and you can use "Unk" or "Unknown" if a first or last name is not known. Is there ability to add a drop down for the county? We were able to intentionally misspell which could cause issues pulling data?

This is on our change list.

85. How do we upload a large number of contacts via a spreadsheet?

By 6/5, two individuals from each county will be identified to go through a training on how to perform these bulk uploads.

86. Are all fields required? Will the system alert me if I miss a critical field?

The fields required for our purposes are First and Last Name, Date of Birth, Last Date of Exposure, and Source Patient NCEDSS ID. The system will only alert you if you miss first and last name, so take special care to ensure all of these fields are populated correctly and fully. For any unknown fields, please input the proxy "UNK" and update the information as it becomes available.

87. If contacts opt out before we put them into the CCTO system, do we still enter their information into the CCTO system? If so, how do we opt them out?

Contacts are encouraged to continue monitoring but may choose to opt out. Please use this [job aid](#) for closing a case/final monitoring outcome.

88. Is there a way to retrieve an accidentally deleted contact in ARIAS?

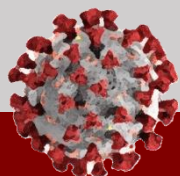
Currently, there is not a way to recover a deleted contact.

89. If a positive case has a contact that has been tested but no results back yet, does that contact need to go into the CCTO tool?

The contact should be monitored. If the results come back positive, then close out the contacts case and refer to the LHD for case investigator, if not positive, continue to monitor throughout the duration of the monitoring timeframe.

90. If a positive case has a contact that is symptomatic and is scheduled for testing or even opts out of testing, do we need to put that symptomatic person in CCTO?

Please continue to monitor the contact until the results come back. If the results come back positive, then close out the contacts case, if not positive, continue to



Frequently Asked Questions

CCTO Contact Tracing Tool

monitor throughout the duration of the monitoring timeframe. If the contact opts out, then enter the contact and indicate that the contact has opted out.

91. If one person who is positive has contacts that are also confirmed positive, do we need to enter the contact information into CCTO?

Please indicate that they have become a case. Within the contacts page, you will need to select "no" in the begin monitoring field and "monitoring ended" in the monitoring status field. In the Contact tab, at the bottom, you'll see "For Public Health Use Only". Change the designation from "Contact" to "Case-Patient"

92. If the contacts are children, do I send the guardian an assessment for each child?

Please refer to the [job aid](#) that outlines entering families.

Language Support

93. How should I note a contact's preferred language?

Utilize the Notes function in Timeline/Activities to indicate a contact's preferred language preference. It is a best practice to review this section before you perform outreach to any contact.

94. Can I send the digital assessment in another language?

This functionality has not been enabled yet. When we have dual language functionality, we will send a communication.

95. How can I get an interpreter if needed?

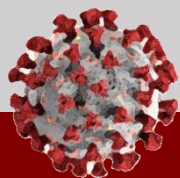
It is important to communicate this need to your local health department as each one has a different solution they use.

96. How should I note if a contact has used someone as a translator?

This can be indicated through the notes section.

97. When will notifications be available in Spanish and other languages?

The Spanish translation is at the top of our change list. There is no current plan to make notifications available in other languages.



Frequently Asked Questions

CCTO Contact Tracing Tool

Monitoring Contacts

- 98. When we find that a contact has tested positive, do we switch it from a contact to a case at the bottom? By doing so, will the tool remove them from contact list?**

Yes, please indicate that they have become a case. Within the contact's page, you will need to select "no" in the begin monitoring field and "monitoring ended" in the monitoring status field.

- 99. Who should be monitored or traced?**

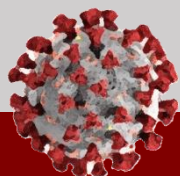
This specific contact tracing program is to be used for individuals who have been in contact with someone that has tested positive within the last 14 days (i.e. being within 6 feet of some for a prolonged period of 15 minutes or more).

- 100. How is the monitoring process triggered and how can associated appointments be created?**

To trigger the digital monitoring process, you will first need to ensure that all require information for the contact is properly filled out. This would include all fields indicated with an asterisk as well as the contacts DOB, email/SMS information, and last exposure date. You would then indicate "yes" for the begin monitoring variable and "monitoring" for the monitoring variable. To schedule the appointments, navigate to the "make an appointment" section of the form at the top of the Timeline on the right side of the contact screen and add for the appointments.

- 101. We anticipate questions from contacts and would prefer those to come back to the LHD, but the information auto generated on the daily correspondence gives the CCNC call center number. We will just need to know how we will receive these questions, particularly for contact tracers who are not working full time.**

The contact tracer should call the Contact Tracing Call Center (844 628 7223). The call center staff will receive the call and navigate through the CCTO tool to search for the contact. The call center staff should either document the resolution in the *notes* in the **Timeline/Activities** section or create a **Task** for the Contact Tracer to review the phone log if it is not resolvable. Contact Tracer assigned to the Contact will review the **Task** assigned to them and perform outreach (if needed). Contact tracer will then close the Task.



Frequently Asked Questions

CCTO Contact Tracing Tool

102. Why are the "begin monitoring date" locked and the "last assessment date" locked?

The system automatically populates these dates based on when you begin monitoring.

103. What do we do if a contact tests positive while monitoring (especially since we are now requiring all contacts to be tested regardless if they are asymptomatic)?

If a contact tests positive while monitoring, the case/contact variable should be changed to case and the case NC EDSS event ID should be filled. The person will have an NC EDSS record and a case investigator may take over the case. The person remains in isolation until the conditions for release from isolation are met; these can be found [here](#).

104. How can we keep specific workplaces on our radar as well as identify if that workplace has had any type of increase in positive activity?

You can filter your active contacts by employer (if employer information is entered).

105. How do I know the beginning and end of the monitoring period?

For contacts, the beginning of **your monitoring period** will be the date that you begin monitoring in the system. The system will automatically populate this for you in "Begin Monitoring Date," a locked field. "Begin Monitoring Date" may or may not be the last day of exposure.

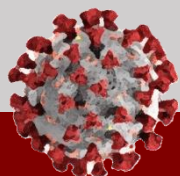
The end of the monitoring period will always be **two weeks (14 days) from the last date of exposure**, which is **not** necessarily a full 14 days from the day you begin monitoring.

For example, assume a contact's last date of exposure is 4/10, and you receive this contact on 4/15. You begin monitoring on 4/10, the date you received the contact. You end monitoring on 4/24, which is 14 days after the last date of exposure. **Therefore, the monitoring period for which you will make appointments and conduct outreach is only 4/15 through 4/24, which is less than 14 days.**

Please reference your training materials found [here](#) for further examples.

106. Will the system calculate the end monitoring date for me? Is the end monitoring date always 14 days from exposure?

The system does not currently calculate when to end monitoring.



Frequently Asked Questions

CCTO Contact Tracing Tool

The end monitoring date is always 14 days from the last date of exposure. The end monitoring date is **not** always 14 days from the date you begin monitoring.

107. What does the “Monitoring Age” column mean?

The “Monitoring Age” column shows how many days you have been monitoring a patient, or how many days have passed since an initial outreach occurred. For example, a “Monitoring Age” of 5 means that you have been monitoring this contact for 5 days. This is a locked field and is automatically calculated for each day that has passed.

108. Are we able to create an LHD specific Team(s) so that the contact could be assigned to a team instead of a specific person, especially given that many contact tracers will only work certain days during the week?

This option is not yet available within the system.

109. Can contacts refuse to participate?

Contacts should be encouraged to continue but may choose to opt out. You may reflect an opt-out by selecting “Begin Monitoring?” to “No” and “Monitoring Status” to “Opted Out.”

110. What should be inputted for the monitoring period if the date of last exposure is ongoing (i.e. a spouse)?

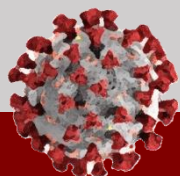
Initially, the tracer can input monitoring period for 14 days after the present date. Once there is clarity around the spouses end of isolation date, the contacts monitoring period should be updated to reflect ending 14 days after that isolation end date.

111. What triggers the system to send a daily email for monitoring?

For this functionality to be triggered, you would first need to ensure that the basic information of the contact is filled out. This would include the first name, last name, and DOB. If the contact should receive daily monitoring via email, please ensure that their email is input, and that email is selected as the preferred method of contact. Then, you would need to click “yes” for the Begin Monitoring variable and “monitoring” for the Monitoring variable and save to trigger the daily emails.

112. If the contact elected the monitoring survey to be generated electronically how can that be done?

Within the contact’s contact page, enter in their phone and email and select their preferred method of contact. Then, click “yes” for the Begin Monitoring variable



Frequently Asked Questions

CCTO Contact Tracing Tool

and “monitoring” for the Monitoring variable and save to trigger the daily emails. and the survey will be sent to them via the preferred method of contact.

- 113. If an asymptomatic person becomes symptomatic in CCTO, do we refer to testing and continue to trace for the remainder of the isolation period or refer to testing and stop monitoring?**

Yes, continue to monitor the contact until the results come back. If the results come back positive, then close out the contacts case, if not positive, continue to monitor throughout the duration of the monitoring timeframe.

- 114. If a contact tests positive during the monitoring period is the final monitoring outcome "fully complete" or "other"?**

The monitoring outcome is fully complete, meaning we were able to initially reach contact, contact agreed to participate, and monitoring was completed each day until 14 days passed since last exposure date or contact became a case patient during monitoring

- 115. How do I identify my contacts that need monitoring?**

When you enter the CCTO tool, the application will open to the Dashboard tab. On the left side under Apps, select “Contacts.” This will open the contact list for the county that you are associated with. Above the first record is an “Active Contact” dropdown tab. Click on the drop-down arrow and select “My Contacts.” The list of the contacts associated with the contact tracer will be displayed. Go to the Monitoring Status field and click the drop-down arrow and choose the option Sort A-Z. For contacts that have not begun monitoring, three dashes will be displayed in the Monitoring Status field indicating that monitoring has not started for these contacts.

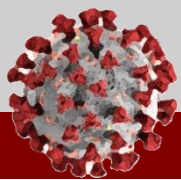
NCIDs

- 116. I set up my NCID with the wrong county, how can I change this? How do I get my NCID?**

Contact your county NCID administrator.

Non-Responsive Contacts

- 117. When is a contact considered non-responsive?**



Frequently Asked Questions

CCTO Contact Tracing Tool

A contact is considered non-responsive after you have made multiple attempts to reach them via phone over 2 days and have attempted to complete a field visit. Please refer to page 66 of your training found [here](#) for best practices on marking a contact non-responsive.

118. What should I do after closing the case of a non-responsive contact?

If the contact is non-responsive after three days of outreach, you can close the contacts case. Please select “no” in the begin monitoring field and “opt-out” in the monitoring status field.

Phone Outreach

119. When do I begin phone outreach? How often should I reach out?

It is a best practice to begin phone outreach when you begin monitoring, even if you are also initiating digital outreach. Call your contact several times per day as indicated in your training to attempt to establish phone outreach if the contact is not responsive.

120. Does the system calculate the length of my call? Is there a limit to how long my call can be?

The system does not calculate the length of your call, and there is no limit to how long a call can be. You can fill the “Duration” field of the Phone call note, but it is not required by NC DHHS.

121. Is there a link between the soft call log and this platform?

There is no link between the Phone Outreach logging procedure in this platform and any other platform.

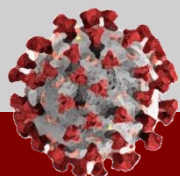
122. What if my contact doesn't have a telephone?

Conduct other methods of outreach to the best of your ability with the information that you have.

123. What if I receive an incoming call instead of making an outgoing call?

In the “Quick Create” screen when adding a phone call, you may always select “Incoming” instead of “Outgoing” to properly log a call.

124. Do I have to document all my phone calls?



Frequently Asked Questions

CCTO Contact Tracing Tool

Yes. It is critical that you document every call that you make individually to help us understand how contact tracing effort is being spent and what are the most effective practices.

125. How should I reflect a voicemail?

Voicemails can be noted in the description of your Phone Call in Timeline/Activities.

126. If someone hangs up on me, should I close their case?

As best practice, we advise tracers to attempt outreach to the contact for three days before marking them as opting out and closing their case. Please refer to page 66 of your training found [here](#) for best practices around this situation.

127. If a contact chooses not to use text or email for daily contact, does the health department staff or CCNC surge staff make daily calls?

If the contact chooses to participate but not electronically, then the assigned Contact Tracer should be calling the contact daily to capture the assessment information until the end of the monitoring period.

128. I am having issues with my SwitchVox phone

Please use the following link for support of the softphone:
<https://support.carolinactc.org> and click the Support link at the top of the page.

Reference Materials

129. Where and when can I access support materials?

Training materials can always be referenced by using this [link](#).

Job aids can always be referenced by using this [link](#).

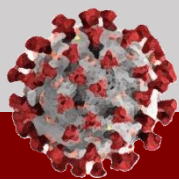
Out of Jurisdiction (OOJ) materials can be referenced by using this [link](#).

North Carolina Communicable Disease Manual can be referenced using this [link](#).

130. Can I attend another training session?

Training materials can be watched an unlimited amount of times.

131. Who should I reach out to if I am having trouble entering the AHEC website for training?



Frequently Asked Questions

CCTO Contact Tracing Tool

Please submit these issues along with screenshots of the error message, if applicable, to the helpdesk < covid19ctsoftwarequestion@dhhs.nc.gov >. The link the AHEC website for CCTO training is [here](#).

132. Is there a training for assessments?

Yes, updated training information has been sent out. The assessment information can be found on pages 34 and 35 in your training found [here](#).

133. Where can I find the educational information to email out to my contacts?

Follow local protocols. Also provide link to DHHS COVID-19 materials for the public and the handout for contacts on the AHEC website.

134. How do I access the Sandbox mode shown in training?

The Sandbox link is <https://dhhs-covid19-arias-uat.crm9.dynamics.com/apps/arias>. The Sandbox and Production environments use the same credentials.

Referring to Testing

135. If someone requests testing, regardless of symptoms, can I recommend them in the system? How do I handle referring someone to a test?

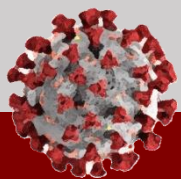
You can capture that you referred someone to testing in CCTO (and you should refer anyone who is a contact for testing if they have not already been tested, regardless of symptoms). But, the CCTO system does not have functionality to electronically link someone to testing. Contact tracers should be aware of places where people can get tested locally, or contacts can be directed to use [Find My Testing](#).

Timeline/Activities

136. If someone identifies a chronic condition, do I need to call them daily?

If someone identifies a chronic condition, make sure you record it as a note in their Timeline/Activities section. A chronic condition does not change the schedule of active monitoring: if they are not participating in digital monitoring, you would need to call them daily for their quarantine period, whether or not they have identified a chronic condition.

137. How should I document email outreach?



Frequently Asked Questions

CCTO Contact Tracing Tool

You may document email outreach in the Timeline/Activities section by creating a Task. If you are establishing digital monitoring, that would be tracked automatically.

138. What is the difference between appointments and tasks?

Appointments can be created as recurring events, while tasks are one-off items that can support a due date.

139. How do I see all my appointments?

On the home page of the system, you will need to navigate to the "Activities" tab on the left side of your screen.

140. How should I handle assigning monitoring if I will be out?

You may assign a contact, a future task, an appointment, or a phone call to another user at any time. You do not need to re-assign a contact unless it is necessary to transfer all a person's monitoring to someone else.

141. May I schedule for any time?

You may schedule a task, appointment, or phone call for any time that makes sense for you and your contact.

142. What do I do if recurring appointments won't save?

Click "Recurring" at the top and complete the necessary items on this page (this is where you put in the start date, end date, and time of the recurring appointments) and then click "Set" (at the bottom of the page). It will then take you back to the initial appointment page and at the top click "Save and Close." Then go back to the contact page, look in the activities column and all the recurring appointments will be there.